Julius Bieliauskas



CUSTOMER SERVICE | TECHNICAL SUPPORT | CONTENT CREATION

Lithuania • +370 640 00344
labas@juliusbieliauskas.lt
linkedin.com/in/juliusbieliauskas

Professional profile

My experience includes customer service, technical support, photography and content creation. I have worked in Lithuania, Ireland and Malta, supporting customers in Lithuanian and English. I managed customer accounts, coordinated media projects and independently rented out my own apartments. I'm open to a range of roles and keen to learn new skills. Available for remote, hybrid or office-based work, with an immediate start.

Professional experience

PrieJūros.LT | Real Estate Photographer

Apr 2019 – Present • Lithuania

- Photograph properties, provide customer service and maintain social media accounts.
- Edit photographs using Adobe Lightroom and Photoshop.

Betsson Group | Customer Service Agent

Mar 2019 – May 2019 • Malta

- Supported English- and Lithuanian-speaking customers by email, Oracle chat and phone.
- Managed customer accounts and worked with the Baltic team to meet service KPIs.

365squared Ltd. | Telecommunications Operations Specialist

Jun 2018 – Mar 2019 • Malta

- Acted as the first point of contact for customer service enquiries and technical issues.
- Resolved customer enquiries and incidents, working with technical teams and external providers to meet SLA deadlines.

Professional experience

101 Domain Inc. (Afilias) | Domain Name Support Specialist

Jan 2017 – Jan 2018 • County Dublin, Ireland

- Provided customer service and technical support, maintained domain accounts and met performance targets.

Myprotein.lt | Social Media Manager

Sep 2016 – Jan 2018 • Remote

- Created Facebook and Instagram content; increased Facebook followers by 333% in one year.
- Scheduled campaigns in Falcon and handled customer enquiries and complaints. Translated texts from English into Lithuanian.

Diremta | Media Project Manager

Jan 2013 – Jun 2013 • Lithuania

- Coordinated graphic design, product photography and website projects, and provided internal IT support.

Baltic Wave Apartments | Renting out my own apartments

Jun 2011 – Sep 2013 • Lithuania

- Rented out my own apartments: communicated with guests, handled bookings and looked after the property, website and marketing materials.

Education

Dublin City University

BA (Hons) in Media Production Management
2011 – Nov 2012

Ballyfermot College of Further Education

BTEC Higher National Diploma in Media Production (Radio)
Sep 2009 – Jun 2011

Skills and languages

Customer service • Account management • Social media • Technical support and IT skills • Project coordination • Photography and content creation
Windows • Microsoft Office • Canva
Adobe Photoshop • Lightroom • Audition • Falcon • Oracle
AI tools: ChatGPT and Claude
Lithuanian – fluent • English – fluent
Category B driving licence • Drone certificate for drones under 250 g